MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2018/2019

BOD3834 – ORGANISATIONAL DEVELOPMENT

(Distance Education)

15 OCTOBER 2018
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TWO (2)** printed pages excluding the cover page.
2. Answer all the questions
3. Marks are shown at the end of each question.

ESSAY QUESTIONS (100 Marks)

Answer all the questions.

Question 1

Definition:

Organisation development is a system-wide application and transfer behavioural science knowledge to the planned development, improvement, and reinforcement of the strategies, structures, and processes that lead to organization effectiveness

Organisational development (OD) is sometimes perceived to be in the same class as other approaches in organisational change and improvement. Based on the above definition of OD, explain FOUR (4) features that distinguish OD from change management and organisation change.

(20 marks)

Question 2

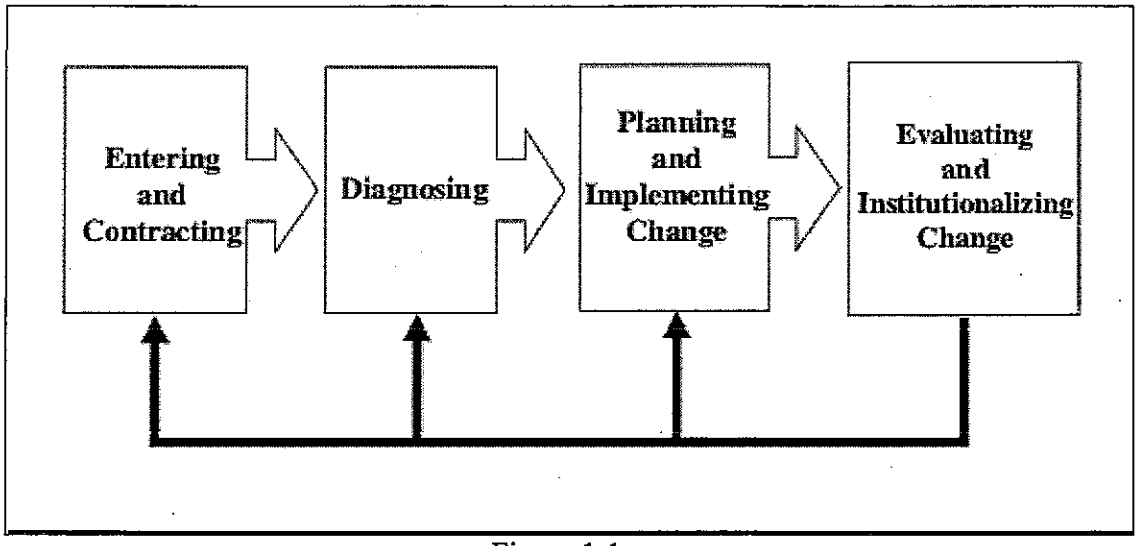

Figure 1-1

The General Model of Planned Change (Figure 1-1) depicts a new framework that resulted from the integration of three models of a planned change of Lewin's Change Model, Action Research Model, and Positive Model. Explain briefly what is happening in the Diagnosing stage.

(10 marks)

Question 3

News Headlines!

After voluntary separation scheme, Media Prima offers workers "career break"
(The Malaysian Insight - Dec 7, 2017)

VSS will only be last resort for Star Media in cost-cutting measures, says chairman
(The Edge Daily, May 15, 2018)

Union claims HSBC Malaysia forcing staff to leave via VSS
(Malay Mail, July 7, 2017)

FGV offers VSS to senior staffs
(New Straits Times, November 3, 2017)

Based on the collection of news headline above, describe the kind of technostructural interventions that are being implemented by these business firms. Explain the FIVE (5) application stages that need to be taken to steer the intervention successfully.

(40 marks)

Question 4

The performance appraisal system is a feedback system that involves the direct evaluation of individual/group by a supervisor, manager, or peers. Most organisations have some kind of evaluation system that is used for performance feedback, pay administration, and in some cases, counselling and developing employees. There are SIX (6) steps of the Performance Appraisal Process followed by OD practitioners. Discuss briefly the steps involved.

(20 marks)

Question 5

Identify any TWO (2) diversity and wellness issues and list the suitable tools that are available in the Human Resource Interventions to implement the OD process.

(10 marks)

[Full: 100 marks]

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